



**Before the
FEDERAL COMMUNICATIONS COMMISSION
Washington, D.C. 20554**

In the Matter of

Revision of the Commission's Rules to
Ensure Compatibility With Enhanced 911
Emergency Calling Systems

CC Docket No. 94-102

Amendment of Parts 2 and 25 to
Implement the Global Mobile Personal
Communications by Satellite (GMPCS)
Memorandum of Understanding and
Arrangements; Petitions of the National
Telecommunications and Information
Administration to Amend Part 25 of the
Commission's Rules to Establish
Emission Limits for Mobile and Portable
Earth Stations Operating in the
1610-1660.5 MHz Band

IB Docket No. 99-67

**MSS 911 EMERGENCY CALL CENTER ANNUAL POST-IMPLEMENTATION
STATUS REPORT
OF
STRATOS MOBILE NETWORKS, INC. AND INMARSAT SOLUTIONS (US), INC.
(October 2011 – September 2012)**

As required by the Commission's Rules, Stratos Mobile Networks, Inc. and Inmarsat Solutions (US), Inc. and their affiliates (collectively "Inmarsat") are pleased to present this MSS 911 post implementation status report.

Inmarsat is a company specializing in mobile and fixed remote communications solutions for government, enterprise and individual customers operating beyond the reach of traditional terrestrial telecommunications. The company is a vertically integrated satellite and microwave global service provider that owns and operates its own telecommunications facilities, shares infrastructure with other carriers, and distributes the services of other network operators.

Inmarsat's portfolio of mobile satellite services includes Inmarsat, MarineSat/LandSat MSV and Iridium. Inmarsat offers MSS 911 capability to those specific services and terminals that are subject to the MSS 911 requirements and for which Inmarsat is the facilities based carrier.

The distribution of Inmarsat services is through 300+ authorized distributors around the world. In addition, Inmarsat maintains a direct sales force which focuses on larger accounts requiring a solution sale, including VSAT (very small aperture terminals) data network services, government contracts and turnkey oil and gas projects.

The markets that Inmarsat serves include Oil and Gas, Government/Military, Shipping, Commercial Fishing, Broadcast/ Media, Aeronautical, Energy, Mining, Cruise, Engineering/ Consulting, Yachting, Rural Communications, Humanitarian/ Disaster Relief, Resource Exploration, and Recreational Users.

Inmarsat's Identification Information:

Corporate Headquarters:
Inmarsat Solutions (US), Inc.
6550 Rock Spring Drive, Suite 650
Bethesda, MD 20817
(301) 214-8800

Location of MSS 911 Customer Call Center:

Inmarsat Solutions (Canada) Inc.
34 Glencoe Drive
St. John's, Newfoundland, Canada
A1C 5X3

Filer of Stratos Report and Contact Person on 911 Issues:

Bruce Henoach
Vice President and General Counsel
6550 Rock Spring Drive, Suite 650
Bethesda, MD 20817
(301) 968-1938
bruce.henoach@inmarsat.com

Tracking of MSS 911 Calls:

Inmarsat operates a centralized support call center in St. John's , Newfoundland, Canada that is staffed 24 hours a day, seven days a week. Calls into the support center, including MSS 911 calls are processed by a Nortel Contact Center call management system. Calls are separately classified into skill set queues and routed to appropriate operators based upon the destination number dialed and presented to operators along with queue details. The monitoring system recorded calls that were successfully answered along with abandoned calls. For the purposes of reporting, a call must be active for at least 20 seconds before being considered abandoned. This system is used to produce daily reports of all call activity into the support center on a per queue basis.

Inmarsat also operates a customer relationship management ("CRM") system to log all incoming support calls. Inmarsat has developed a support procedure for MSS 911 calls that includes identification of the appropriate PSAP by using commercially available software (PSAP Pro from Mapinfo) after determining the geographic location of the caller and the nature of the emergency. The details of the MSS 911 call caller information, date and time of call and the PSAP to which the call was routed are recorded in the CRM system. That information was used to compile this report.

Details of these call statistics are summarized below for the reporting period of October 1, 2011 through September 30, 2012.

Summary of Call Statistics by Month

Month	Total Calls Received	Total Calls Abandoned	Total Calls Requiring Forwarding to PSAP	Total Calls Not Requiring Forwarding to PSAP
October 2011	0	0	0	0
November 2011	4	0	0	0
December 2011	3	0	0	0
January 2012	2	0	0	0
February 2012	3	2	0	0
March 2012	6	6	0	0
April 2012	0	0	0	0
May 2012	1	0	0	0
June 2012	0	0	0	0
July 2012	0	0	0	0
August 2012	0	0	0	0
September 2012	0	0	0	0

Conclusion

The call volume received by Inmarsat for the MSS 911 Service has been small and none of the calls resulted in an emergency situation that required forwarding to a PSAP.

Any questions related to this report should be directed to the undersigned at the contact details provided earlier.

Best Regards



Bruce A. Henoch
Vice President and General Counsel